IMLS Site-Level Survey Question Bank

OMB Control Number: 3137-0081

Attachment B: IMLS Page-Level Survey Question Bank

Survey Introductory Wording and Questions

Notes:
- The section headers are intended for this document only — they show different possible blocks of questions from which a single page-level survey can draw items.
- Respondents will receive up to 4 questions depending on the page and question block selected.
- Each respondent will answer up to 4 survey questions, each drawn from a single question block for each respondent to answer. Some question blocks have more than 4 question options, but IMLS is limiting questions to 4 per respondent for each page-level survey to keep response time to about 2 minute or less.

Introductory Wording

Please answer the questions below about your experience on the InformationLiteracy.gov website. Thanks in advance for your feedback!

Survey Questions

Question block option A (primarily utility-focused):

[Each respondent will be able to see and answer up to 3 questions]

A1. Was this page helpful?
- o Yes
- o No

A2_A. [If "yes" to QA1] I found this page helpful because the content on the page (please select all that apply):
- ☐ Had the information I needed
- ☐ Gave me specific ideas I can use
- ☐ Motivates me to take actions
- ☐ Was easy to understand
- ☐ Other — please describe: _____

A2_B. [If "no" to QA1] I didn't find this page helpful because the content on the page (please select all that apply):
- ☐ Had too little information
- ☐ Had too much information
- ☐ Was confusing
- ☐ Wasn't what I was looking for
- ☐ Other, please describe: _____

A2_C. [If "Wasn't what I was looking for" to QA2_B] Please tell us more about what you were looking for. _____

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A3. Which of the following **best** describes your role in coming to InformationLiteracy.gov today?
- o Library professional
- o Museum professional
- o Tribal community professional
- o Academic or researcher
- o Federal employee
- o State or local government employee
- o Community-based organization employee
- o Other: _____

A4. What, if any, other feedback would you like to share about this page? _____
_____

Question block option B (primarily usability-focused):
[Each respondent will be able to see and answer up to 3 questions]

B1. Did [feature name] work as you expected?
- o Yes
- o No

B2. Do you like the design of [feature name]?
- o Yes
- o No

B3_A. [If "yes" to QB1] What part of [feature name] did you find most valuable? _____
_____

B3_B. [If "no" to QB1] How did you expect [feature name] to work? _____

B3_C. [If "no" to QB2] What did you dislike about [feature name]? _____

B4. Which of the following **best** describes your role in coming to the information literacy site today?
- o Library professional
- o Museum professional
- o Tribal community professional
- o Academic or researcher
- o Federal employee
- o State or local government employee
- o Community-based organization employee
- o Other: _____

B5. What, if any, other feedback would you like to share about this page? _____
_____

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Question block option C (primarily navigation-focused):
[Each respondent will be able to see and answer up to 3 questions]

C1. Did you find what you were looking for?
- o   Yes
- o   Partially
- o   No

C2. [If "partially" or "no" to QC1] I didn't find everything I was looking for because: (Please select all that apply.)
- ☐   There were too many links
- ☐   There wasn't enough information
- ☐   There was too much information
- ☐   Links were hard to understand
- ☐   This page wasn't what I was looking for
- ☐   Other, please describe: _____

C3. What can we do to make this page **better**? _____

C4. Which of the following **best** describes your role in coming to InformationLiteracy.gov today?
- o   Library professional
- o   Museum professional
- o   Tribal community professional
- o   Academic or researcher
- o   Federal employee
- o   State or local government employee
- o   Community-based organization employee
- o   Other: _____

C5. What, if any, other feedback would you like to share about this page? _____
_____

Question block option D (primarily perceptions of content):
[Each respondent will be able to see and answer up to 3 questions]

D1. How useful is the content on the [knowledge area name] knowledge area?

1 – Not useful at all	2 – Not very useful	3 – Average	4 – Very useful	5 – Extremely useful

D2. [If "not useful at all," "Not very useful" or "Average" to QD1] What makes the content on [knowledge area name] knowledge area page [response to QD1]? (Please select all that apply)
- ☐   The information is too broad

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  ☐ The information is too specific
  ☐ The information isn't relevant for my role
  ☐ The information isn't relevant for my community

D3. What, if anything, can we do to make the content more useful for the [knowledge area name] knowledge area page? _____

D4. Which of the following **best** describes your role in coming to InformationLiteracy.gov today?
  o Library professional
  o Museum professional
  o Tribal community professional
  o Academic or researcher
  o Federal employee
  o State or local government employee
  o Community-based organization employee
  o Other: _____

D5. What, if any, other feedback would you like to share about this knowledge area page?
_____

Question block option E (training resources for professionals and promotional materials):

E1. How helpful are the information literacy training materials on this page?

1 – Not helpful at all	2 – Not very helpful	3 – Average	4 – Very helpful	5 – Extremely helpful

E2. [If "Not helpful at all" or "Not very helpful" to QE1] What makes the content on the information literacy training materials page [response to QE1]? (Please select all that apply)
  ☐ The training materials are about topics not relevant to my community
  ☐ The training materials are about topics I don't understand
  ☐ The training materials aren't helpful for my role
  ☐ The training materials are not what I was looking for

E3. [If "Very helpful" or "Extremely helpful" to QE1] What makes the content on the information literacy training materials page [response to QE1]? (Please select all that apply)
  ☐ The training materials are on topics relevant to my community
  ☐ The training materials are on topics I understand
  ☐ The training materials are helpful for my role
  ☐ The training materials were what I was looking for

E4. Which training materials have you used or are you most likely to use? (Please select all that apply)

- ☐ Financial Literacy Lesson Plans
- ☐ Health Literacy Lesson Plans
- ☐ Digital Literacy Lesson Plans
- ☐ Tip Sheet on Engaging Partners
- ☐ Social Media Messages and Graphics
- ☐ Email/Newsletter Template
- ☐ Information Literacy Fact Sheet
- ☐ Information Literacy Checklist
- ☐ Information Literacy Training Flyers
- ☐ Other _____

E5. Which of the following **best** describes your role in coming to InformationLiteracy.gov today?

- o Library professional
- o Museum professional
- o Tribal community professional
- o Academic or researcher
- o Federal employee
- o State or local government employee
- o Community-based organization employee
- o Other: _____

E6. What, if any, other feedback would you like to share about the training materials on this page?

_____

E7. What, if any, additional training materials would be useful for your work?

_____